

Message

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Sent: 2/17/2021 2:06:02 PM
To: Orme-Zavaleta, Jennifer [Orme-Zavaleta.Jennifer@epa.gov]; Robbins, Chris [Robbins.Chris@epa.gov]
CC: McPherson, Mark [McPherson.Mark@epa.gov]; Blackburn, Elizabeth [Blackburn.Elizabeth@epa.gov]
Subject: For Review_Due Tomorrow: FY21 Q1 QPR slides
Attachments: FY 2021 Q1 QPR Slides DRAFT 2.16.21.pptx; DRAFT FY 2021 Q1 QPR Detailed Agenda and Speaker List.docx

Hi Jennifer and Chris,

Attached is the draft slide deck for the FY21 Q1 QPR next week. ORD is only on the hook to talk for **slide 29**, but right now the speaker is listed as Jennifer. Chris, would you be able to cover the QPR for Jennifer? If so, we'll have to go back to them to adjust the speaker list. Below are some talking points that Austin drafted up.

If there are any other edits that need to be made to the slide, let me know.

Talking Points – Obj 3.3

- The “percent of ORD research products meeting customer needs” is measured through a customer satisfaction survey.
- Each year, we randomly select 50 ORD products to evaluate.
- Products earns a ‘customer satisfaction score’ based on 3 criteria: “Quality, Usability and Timeliness”.
- **ORD met its FY20 target**, with just over 80% of our products meeting customer needs this reporting period.
- This reporting period marks the first time the evaluation included a broad non-federal audience.
 - ORD received OMB approval to distribute our survey to non-feds for 3 years non-feds via an ICR.
- The FY20 survey received 190 complete responses including:
 - Responses from 48 non-feds.
 - Responses 21 states.

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